

Cease and Desist Notice: Breach of Trustpilot Legal Brand Guidelines (Misuse of the Trustpilot Brand) [thread::1JxOs0eHf4iiFK5iDKMCQ2A::]

From Trust Support <trust.operations@trustpilot.com>
 Date Sun 2026-07-19 6:04 PM
 To legionkillfeed@outlook.com <legionkillfeed@outlook.com>
 Cc revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>

Hi,

Cease and Desist Notice: Breach of Trustpilot Legal Brand Guidelines (Misuse of the Trustpilot Brand)

We're writing to you because we have continued to detect misuse of the Trustpilot brand on killfeed.co since our last warning sent to you. As a result, we're sending you this notice.

What is misuse of the Trustpilot brand?

Misuse of the Trustpilot brand is misleading or incorrect use of our name, logo, TrustScore, Star Rating, TrustBox widgets, or other brand assets. This includes displaying outdated Star Ratings on your website, using a TrustBox widget that is not included in your Trustpilot plan, or an unofficial third-party application used to display Trustpilot content.

Misuse of our brand is a breach of our [Legal Brand Guidelines](#), and undermines the trust and integrity of our platform.

How does it concern my business?

You have a Trustpilot Business account, which allows the use of our platform for killfeed.co. On signing up to Trustpilot, you accepted our [Terms of Use and Sale for Business](#), including the [Trustpilot Guidelines for Businesses](#) and the [Legal Brand Guidelines](#).

Your continued misuse of the Trustpilot brand is a breach of our [Legal Brand Guidelines](#) and therefore a breach of our [Terms of Use and Sale for Businesses](#).

In this case, we've detected the following misuse of the Trustpilot brand on killfeed.co: You're displaying reviews from Trustpilot without our approval. This is commonly known as "scraping".

How to fix it:

- Please remove all scraped Trustpilot reviews from your site.

What do I need to do?

We do not tolerate misuse of the Trustpilot Brand, and you must **immediately** cease and desist doing this. This is your final warning.

What happens next?

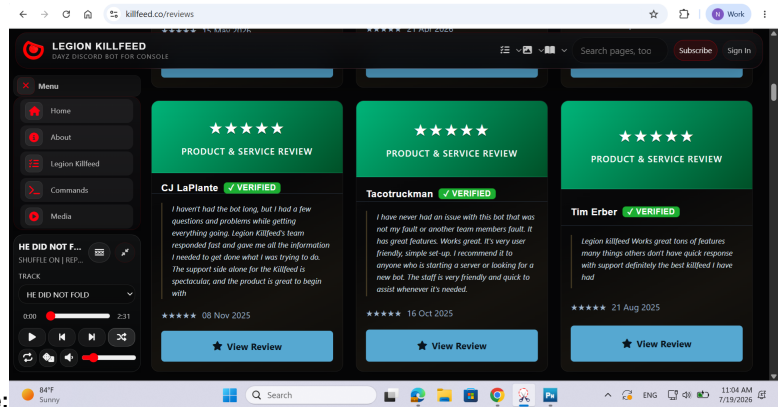
If we continue to detect misuse of the Trustpilot brand on killfeed.co in **7 days**, we will, without further notice to you:

- Place a prominent Consumer Warning on your business profile page for a minimum of 6 months, during which your TrustScore will be hidden.
- Your Trustpilot Business account will be limited to replying to and flagging reviews.
- You'll no longer be entitled to use any of the Trustpilot brand assets and TrustBoxes.
- Stop sharing your Trustpilot review data with search engines.

We reserve the right to take further and appropriate legal action to protect the integrity of our platform and our brand.

If you have questions or need support, please reply to this email, and we'll assist you.

Kind regards,



Screenshot of Trustpilot brand misuse:

Re: Cease and Desist Notice: Breach of Trustpilot Legal Brand Guidelines (Misuse of the Trustpilot Brand) [thread::1JxOs0eHf4iiFK5iDKMCQ2A::]

From Soul Legion <legionkillfeed@outlook.com>

Date Mon 2026-07-20 9:47 AM

To Trust Support <trust.operations@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; amk@trustpilot.com <amk@trustpilot.com>; carolyn.jameson@trustpilot.com <carolyn.jameson@trustpilot.com>; frci@trustpilot.com <frci@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>; Info - Trustpilot <info@trustpilot.com>; investor.relations@trustpilot.com <investor.relations@trustpilot.com>; Jawayne <jap@trustpilot.com> <jap@trustpilot.com>; kbea@trustpilot.com <kbea@trustpilot.com>; Partnerships - Trustpilot <partnerships@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; publicaffairs@trustpilot.com <publicaffairs@trustpilot.com>; revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; sama@trustpilot.com <sama@trustpilot.com>; socialmedia@trustpilot.com <socialmedia@trustpilot.com>; Support <support@trustpilot.com> <support@trustpilot.com>; trustpilot@headlandconsultancy.com <trustpilot@headlandconsultancy.com>

Cc revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>

Trustpilot Content Integrity, Privacy, Legal and Revenue Technology,

I formally reject your cease-and-desist notice dated 19 July 2026.

Your notice is unsupported. Killfeed.co did not misuse the Trustpilot brand, did not display a TrustScore, did not display a Trustpilot star rating, did not use a TrustBox, did not use Trustpilot widget code, did not use the Trustpilot API, did not use an unofficial Trustpilot application and did not represent that Trustpilot endorsed or authorised Legion Killfeed.

Killfeed.co is Legion Killfeed's official website. It displayed selected customer comments about Legion Killfeed using Legion Killfeed's own design and presentation.

The heading initially referred to "Trustpilot Reviews". That heading was changed to "Product & Service Reviews", removing the Trustpilot name entirely. No Trustpilot-branded material remained.

There was no scraping. No automated scraper, crawler, API, widget or third-party Trustpilot application was used. No Trustpilot database was copied. No technical restriction was bypassed. No live Trustpilot feed was reproduced.

Your notice identifies no scraping method, no technical evidence, no copied database, no Trustpilot asset and no false representation of affiliation. Calling the display of customer comments "scraping" does not make it scraping.

Trustpilot has already confirmed that it does not own the reviews

Trustpilot recently stated: "Reviews are user-generated content owned by the reviewers." That directly destroys the basis of your cease-and-desist notice. Trustpilot relies on reviewer ownership when refusing to remove reviews from its platform, then falsely treats the same reviewer-owned words as exclusively controlled "Trustpilot content" when threatening my business for displaying comments about its own product and service.

Trustpilot cannot have both positions.

You have identified no:

1. Copyright owned by Trustpilot in the reviewers' words.
2. Copyright assignment from the reviewers to Trustpilot.
3. Exclusive licence preventing the comments from appearing elsewhere.
4. Reviewer agreement granting Trustpilot exclusive publication rights.
5. Trustpilot trade mark displayed on killfeed.co.
6. Trustpilot rating displayed on killfeed.co.
7. TrustScore displayed on killfeed.co.
8. Trustpilot database copied by killfeed.co.
9. Automated extraction process.
10. False representation that Trustpilot endorsed Legion Killfeed.

Trustpilot has no identified ownership right, exclusive publication right or brand right over the reviewer-owned words that were displayed.

I do not want to use Trustpilot

I do not want to use Trustpilot now or at any time in the future.

I do not want a Trustpilot Business account.

I do not want a Trustpilot profile.

I do not want Trustpilot widgets.

I do not want a TrustBox.

I do not want to purchase a Trustpilot plan.

I do not want to invite reviews through Trustpilot.

I do not want to reply to reviews through Trustpilot.

I do not want Trustpilot publishing ratings, reviews, warnings, classifications or other material about Legion Killfeed.

I have repeatedly demanded complete removal of the profile, closure of the account, disconnection of the linked Google account, restriction of the disputed processing and termination of Trustpilot's forced public association with me and Legion Killfeed.

Trustpilot ignored those demands.

Do not respond by explaining how I can comply with your guidelines, continue using Trustpilot or obtain permission through one of your products. I am not seeking permission to use your platform. I am demanding complete disassociation from it.

This is retaliatory adverse action

This is retaliatory adverse action taken after Trustpilot was placed on formal legal and regulatory notice and ignored the communications served on it.

The sequence is clear:

1. I reported false, misleading and unlawful reviews.
2. Trustpilot repeatedly refused to address the complete evidence.
3. I demanded access, correction, restriction, erasure and complete removal.
4. Trustpilot ignored those demands.
5. I used the editable profile fields to record that Trustpilot was on formal legal notice.
6. Trustpilot immediately detected and reversed those edits.
7. Trustpilot accused me of profile misuse.
8. Trustpilot published an adverse consumer warning.
9. Trustpilot accused me of misusing the flagging system without identifying any improper report.
10. Trustpilot continued publishing the disputed reviews.
11. Trustpilot continued refusing to remove the profile.
12. Trustpilot issued this cease-and-desist notice.
13. Trustpilot threatened further public warnings, account restrictions, removal of search-engine distribution and legal action.
14. Revenue Technology remained included in the enforcement correspondence.

Trustpilot ignored repeated legal, privacy, restriction and erasure communications but acted immediately when its own conduct was exposed through the profile and when customer comments were displayed independently of its controlled products.

That is retaliatory adverse action.

Trustpilot's public warning is false and misleading

Trustpilot has publicly stated:

"This company has been displaying Trustpilot content incorrectly."

The expanded warning suggests that Legion Killfeed displayed an inaccurate rating or reviews it was not permitted to use.

That is false.

No Trustpilot rating was displayed.

No TrustScore was displayed.

No Trustpilot stars were displayed.

No Trustpilot logo was displayed.

No TrustBox was displayed.

No Trustpilot widget was displayed.

No Trustpilot API was used.

No Trustpilot page design was copied.

No claim of Trustpilot endorsement was made.

No Trustpilot branding remained on the page.

Trustpilot itself confirmed that reviews are user-generated content owned by the reviewers.

The warning is Trustpilot's own publication. It is not user-generated content. Trustpilot is directly responsible for its wording, accuracy, publication, distribution and damage.

The warning must be removed immediately.

Trustpilot imposed adverse action before its own deadline expired

Your 19 July notice states that Trustpilot will impose a prominent consumer warning if the alleged conduct continues for seven days.

Trustpilot was already displaying a prominent consumer warning against Legion Killfeed by 20 July 2026.

The seven-day period had not expired.

Trustpilot therefore imposed the threatened adverse action before the period stated in its own notice had elapsed.

Your notice created the false appearance that Legion Killfeed had been given seven days to respond or comply when Trustpilot had already imposed the public punishment.

Provide:

1. The exact date and time the warning was imposed.
2. The exact conduct said to have caused it.
3. The identity or role of the person who authorised it.
4. Whether the decision was automated.
5. The evidence relied upon.
6. The number of people shown the warning.
7. Every search engine, API, structured-data system or other recipient that received the warning or related classification.
8. Whether Trustpilot intends to impose another warning or extend the existing warning for at least six months.
9. Why the threatened action was taken before the stated seven-day period expired.

Trustpilot is attempting commercial coercion

Trustpilot previously directed me toward Trustpilot-controlled widgets and display products while threatening public consequences for displaying customer comments independently.

Revenue Technology has repeatedly been copied into the enforcement correspondence.

Trustpilot is attempting to force my business to use Trustpilot-controlled products while refusing to remove a profile and public association that I expressly reject.

Trustpilot's position is:

1. Trustpilot may create and maintain a public profile for Legion Killfeed without my consent.
2. Trustpilot may publish and distribute reviews about my business.
3. Trustpilot may refuse to remove the profile.
4. Trustpilot may refuse to remove disputed reviews.
5. Trustpilot may encourage me to respond through Trustpilot.
6. Trustpilot may restrict how I report materially rewritten allegations.
7. Trustpilot may threaten my business for displaying reviewer-owned comments outside Trustpilot.
8. Trustpilot may direct me toward plan-controlled Trustpilot products.
9. Trustpilot may publish a warning against my business when I refuse.
10. Trustpilot may threaten additional warnings, account restrictions and legal action.

That is attempted commercial coercion.

Trustpilot must disclose:

1. Revenue Technology's role in the warning and cease-and-desist notice.
2. Whether my Trustpilot plan was considered.
3. Whether purchasing or upgrading a plan would have changed the enforcement outcome.
4. Whether payment would have permitted the same customer comments to remain displayed.
5. Whether sales, revenue, retention, conversion or upgrade information was considered.
6. Whether the warning was intended to pressure me into using Trustpilot products.
7. Why a revenue-related function was involved in an alleged brand-enforcement matter.

Trustpilot cannot force continued participation

Trustpilot's claim that it does not remove profiles because reviews are owned by reviewers does not give Trustpilot an unlimited right to force an identifiable sole trader into permanent public association with its platform.

Trustpilot actively controls:

- the existence of the profile;
- the business name and description;
- the rating and TrustScore;
- review visibility;
- review restoration;
- warning publication;
- account restrictions;
- search-engine distribution;
- structured data;
- profile classifications;
- reporting functionality;
- and whether new reviews continue to be accepted.

Trustpilot cannot claim that it lacks control when I demand removal while simultaneously exercising complete control whenever it wishes to reverse my edits, restore reviews, publish warnings and threaten enforcement.

I require complete disassociation.

Trustpilot must:

1. Close the Trustpilot Business account associated with Legion Killfeed.
2. Disconnect the linked Google account.
3. Remove the public profile for killfeed.co.
4. Remove all reviews, positive and negative.
5. Remove all ratings, TrustScores and review counts.
6. Remove all public replies attributed to me or Legion Killfeed.
7. Remove the consumer warning.
8. Stop accepting new reviews concerning Legion Killfeed.
9. Stop distributing the profile through search engines, APIs, widgets, structured data and syndication systems.
10. Stop using my personal data and sole-trader identity to maintain a public commercial profile.
11. Restrict the disputed processing while the legal and regulatory complaints remain active.
12. Preserve the underlying records for regulatory and legal proceedings without continuing public publication.

Required withdrawal

Trustpilot must immediately withdraw:

- the allegation that killfeed.co engaged in scraping;
- the allegation that Trustpilot branding was misused;
- the allegation that the reviewer-owned comments were displayed without a right to do so;
- the public consumer warning;
- the threatened minimum six-month warning;
- the threatened account restrictions;
- the threatened search-engine suppression;
- and the threat of legal action arising from this unsupported notice.

If Trustpilot refuses, provide:

1. Every exact killfeed.co URL relied upon.
2. Every exact item of content alleged to breach Trustpilot's rights.
3. Every screenshot, archived copy and captured page relied upon.
4. The date and time each item was captured.
5. The exact Trustpilot-owned asset allegedly used.
6. The evidence that automated scraping occurred.
7. The alleged scraping method.
8. The specific copyright, trade mark, database, contractual or other right relied upon.
9. Every copyright assignment or exclusive licence obtained from the relevant reviewers.
10. The basis for calling reviewer-owned words "Trustpilot content".
11. The complete decision record for the consumer warning.
12. The complete decision record for the cease-and-desist notice.
13. The names or roles of the people who authorised both actions.
14. Every automated score, classification and recommendation used.
15. Every communication involving Revenue Technology.
16. Every record showing whether my legal notices, privacy complaints or regulatory complaints influenced the enforcement action.
17. The reason Trustpilot immediately imposed adverse action while continuing to ignore my removal, restriction and erasure demands.

Preservation notice

Trustpilot must preserve all records relating to:

- monitoring of killfeed.co;
- screenshots and archived page captures;
- automated detection records;
- consumer-warning decisions;
- cease-and-desist drafts and approvals;
- Revenue Technology communications;
- internal legal communications;
- profile-misuse records;
- flagging-misuse records;
- account classifications;
- profile and review distribution records;
- search-engine disclosures;
- plan and revenue information considered;
- and every communication concerning my legal, privacy, restriction and erasure notices.

These records fall within my existing subject access request and are relevant to the complaints submitted to the OAIC and Danish Data Protection Agency.

Trustpilot is on express notice that the consumer warning, cease-and-desist notice, further enforcement are retaliatory adverse action taken after Trustpilot received and ignored formal legal, privacy, restriction and erasure demands.

Nothing in this response accepts Trustpilot's allegations, accepts continued participation in Trustpilot, authorises continued public processing or waives any claim arising from Trustpilot's conduct.

Anthony "Soul" Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia

From: Trust Support <trust.operations@trustpilot.com>
Sent: Sunday, 19 July 2026 6:04 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Cc: revenue@trustpilot.com <revenue@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>
Subject: Cease and Desist Notice: Breach of Trustpilot Legal Brand Guidelines (Misuse of the Trustpilot Brand) [thread::1JxOs0eHf4iiFK5iDKMCQ2A::]

Hi,

Cease and Desist Notice: Breach of Trustpilot Legal Brand Guidelines (Misuse of the Trustpilot Brand)

We're writing to you because we have continued to detect misuse of the Trustpilot brand on killfeed.co since our last warning sent to you. As a result, we're sending you this notice.

What is misuse of the Trustpilot brand?

Misuse of the Trustpilot brand is misleading or incorrect use of our name, logo, TrustScore, Star Rating, TrustBox widgets, or other brand assets. This includes displaying outdated Star Ratings on your website, using a TrustBox widget that is not included in your Trustpilot plan, or an unofficial third-party application used to display Trustpilot content.

Misuse of our brand is a breach of our [Legal Brand Guidelines](#), and undermines the trust and integrity of our platform.

How does it concern my business?

You have a Trustpilot Business account, which allows the use of our platform for killfeed.co. On signing up to Trustpilot, you accepted our [Terms of Use and Sale for Business](#), including the [Trustpilot Guidelines for Businesses](#) and the [Legal Brand Guidelines](#).

Your continued misuse of the Trustpilot brand is a breach of our [Legal Brand Guidelines](#) and therefore a breach of our [Terms of Use and Sale for Businesses](#). In this case, we've detected the following misuse of the Trustpilot brand on killfeed.co: You're displaying reviews from Trustpilot without our approval. This is commonly known as "scraping".

How to fix it:

- Please remove all scraped Trustpilot reviews from your site.

What do I need to do?

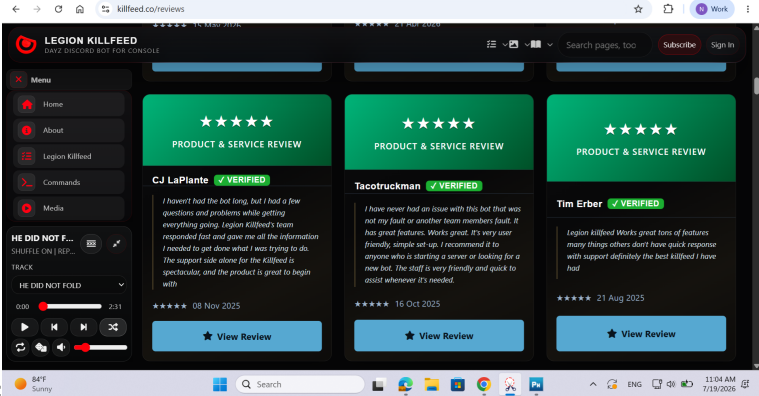
We do not tolerate misuse of the Trustpilot Brand, and you must **immediately** cease and desist doing this. This is your final warning.

What happens next?

If we continue to detect misuse of the Trustpilot brand on killfeed.co in **7 days**, we will, without further notice to you:

- Place a prominent Consumer Warning on your business profile page for a minimum of 6 months, during which your TrustScore will be hidden.
- Your Trustpilot Business account will be limited to replying to and flagging reviews.
- You'll no longer be entitled to use any of the Trustpilot brand assets and TrustBoxes.
- Stop sharing your Trustpilot review data with search engines.

We reserve the right to take further and appropriate legal action to protect the integrity of our platform and our brand.
If you have questions or need support, please reply to this email, and we'll assist you.
Kind regards,



Screenshot of Trustpilot brand misuse:
Trustpilot

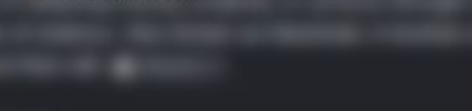


TRUSTPILOT ENDORSED REVIEW-BOMBING

Trustpilot made legal threats after being put on formal notice.

While on legal notice Trustpilot decided to threaten me for displaying these reviews on my website. They are essentially claiming ownership of reviews about my business to threaten me an hour after they were issued a legal demand to remove competitor-linked review bombing from Legion Killfeed's profile. After being ignored by them Soul changed his Trustpilot profile to state they were on legal notice so any response Trustpilot did proved they had seen the legal demand and chosen to ignore it.

Soul • LEGION KILLFEED • ...



**extortion**
00:14:39

Extortion is the crime of obtaining money, property, or services through coercion, intimidation, or threats of violence. Also known as blackmail, it involves using fear to force someone to act against their will. [Wikipedia](#) (+1)

Local Legal Context

In New South Wales, extortion is a severe criminal offense under the Crimes Act 1900. Making unwarranted demands with menaces carries maximum penalties ranging from 10 to 14 years imprisonment, depending on the severity of the threat and whether a public official is involved. [Criminal Defence Lawyers](#) (+2)

Key Types of Extortion

- **Physical Violence & Property Damage:** Threatening to harm a person, their family, or their property unless a demand is met.
- **Sextortion:** A prevalent online form of blackmail where a scammer threatens to distribute intimate images of the victim unless they provide money, further images, or sexual favors.
- **Official Extortion ("Color of Office"):** When a person abuses their public office or authority to wrongfully demand money or favors. [Mentors-Volunteer](#) (+3)

So they won't remove defamatory content or let me show the reviews of my business on my website and if I am not open to being extorted they will issue a more serious defamatory consumer warning beside my business name on their that I never wanted to be on in the first place


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Trustpilot saw that legal notice, reversed the profile edits and emailed Soul whilst having revenue@technology+ceur@trustpilot.com CC'd, just from that email address you can see clearly, Trustpilot is attempting to force me to use their paid subscription to be allowed to display the reviews about my business on my business' website. That is a crime. Trustpilot committed a crime and for that reason we will no longer be using their website. Anything posted relating to our website on their domain will be reported to the authorities due to their repeated criminal behavior and attempts to threaten my business unless I pay them.

Re: SARS Request [thread::T_W86eSqfYOqFeEKD5auFmA::]

From Soul Legion <legionkillfeed@outlook.com>

Date Mon 2026-07-20 9:29 AM

To Trust Support <trust.operations@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; amk@trustpilot.com <amk@trustpilot.com>; carolyn.jameson@trustpilot.com <carolyn.jameson@trustpilot.com>; frci@trustpilot.com <frci@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>; Info - Trustpilot <info@trustpilot.com>; investor.relations@trustpilot.com <investor.relations@trustpilot.com>; Jawayne <jap@trustpilot.com> <jap@trustpilot.com>; kbea@trustpilot.com <kbea@trustpilot.com>; Partnerships - Trustpilot <partnerships@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; publicaffairs@trustpilot.com <publicaffairs@trustpilot.com>; revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; sama@trustpilot.com <sama@trustpilot.com>; socialmedia@trustpilot.com <socialmedia@trustpilot.com>; Support <support@trustpilot.com> <support@trustpilot.com>; trustpilot@headlandconsultancy.com <trustpilot@headlandconsultancy.com>

Trustpilot Privacy and Content Integrity,

I acknowledge your confirmation that Trustpilot received my subject access request on 11 July 2026 and will respond within one calendar month.

Since that request was submitted, Trustpilot has continued taking adverse action involving my personal data, my identifiable sole-trader business and killfeed.co. These actions must be included in the disclosure rather than treated as separate matters arising after the request.

Trustpilot has continued publishing Ray Smith's materially rewritten review despite being given the preserved support history and despite the reviewer failing to respond to the request concerning the correct business domain. The review falsely describes Legion Killfeed as a US-based business and now accuses me of deception, lying, review manipulation, review suppression and violations of United States federal law. Trustpilot has allowed those substituted allegations to remain while preventing me from making an effective new defamation report against the rewritten publication.

At the same time, Trustpilot has:

- removed profile wording stating that it was on formal legal notice;
- classified those edits as profile misuse;
- accused me of misusing the review-reporting system without identifying which report was supposedly improper;
- published its own adverse consumer warning against my business;
- continued monitoring content published on killfeed.co;
- accused me of "scraping" customer reviews;
- issued a cease-and-desist demand;
- threatened a minimum six-month consumer warning, concealment of the TrustScore, restrictions on my business account, withdrawal of search-engine distribution and further legal action; and
- repeatedly copied Revenue Technology into enforcement correspondence.

This conduct occurred while Trustpilot continued refusing my demand to remove the profile and public association entirely. Trustpilot is asserting control over whether reviews may remain publicly associated with my business, whether I may display customer statements on my own website, how I may challenge those statements, whether my business will carry a public warning and whether Trustpilot will distribute the profile through search engines.

The SAR response must therefore include the personal data, records and internal decision-making behind that conduct, including:

1. All internal correspondence, notes, tickets and escalations concerning me, Legion Killfeed and killfeed.co.
2. The complete history of my business profile, including every edit, reversal, warning, classification, restriction and internal marker.

3. All records relating to the decisions to classify my profile activity and reporting activity as misuse.
4. Every version of the Ray Smith review, the reports made against each version, the evidence considered, the moderation history and the basis for continuing publication after his failure to respond.
5. All data and records concerning Trustpilot's monitoring of killfeed.co, including captured pages, screenshots, extracted content, detection results and the basis for alleging scraping.
6. The complete decision record for the consumer warning and the later cease-and-desist notice, including drafts, approvals, evidence, intended duration and proposed consequences.
7. All communications involving Revenue Technology and any information showing whether my account plan, eligibility for Trustpilot products, possible subscription revenue or use of Trustpilot-controlled widgets influenced the enforcement action.
8. All automated scores, classifications, risk indicators, recommendations or decisions applied to my account, reports, profile or website, together with meaningful information about the logic and human involvement.
9. All information showing whether my legal notices, privacy objections, regulatory complaints or public criticism of Trustpilot were used as enforcement, integrity, risk or account-classification signals.
10. Every recipient to whom the profile, reviews, warning, classifications or related personal data were disclosed, including search engines, structured-data services, APIs and other distribution partners.

The disclosure must include records held across Privacy, Legal, Content Integrity, Trust and Safety, Revenue Technology, customer support, brand enforcement, fraud detection, engineering and executive escalation systems. Internal opinions, allegations and inferred classifications about me are personal data and must not be omitted merely because they were created internally.

The response must also include the data Trustpilot used to determine that it could continue publishing disputed reviews and allegations about my business while threatening me for displaying preserved customer statements on my own website.

This is a clarification of the scope of the request received on 11 July 2026. It does not restart or extend the response period. Trustpilot's acknowledged deadline remains 11 August 2026.

Please also preserve all relevant records, including review versions, report histories, website captures, automated outputs, account classifications, internal communications and Revenue Technology correspondence. None of those records should be deleted, overwritten, merged or anonymised while the subject access request, regulatory complaints and legal disputes remain active.

Please confirm that this clarification has been added to the existing request and that the disclosure will cover all relevant records created up to the date Trustpilot completes its search.

Anthony "Soul" Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia

From: Trust Support <trust.operations@trustpilot.com>
Sent: Thursday, 16 July 2026 9:39 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: SARS Request [thread::T_W86eSqfYOqFeEKD5auFmA::]

Dear Anthony,

Thank you for your recent email received on **[11 July, 2026]** requesting access to your personal data.

We will process your request as soon as possible within one calendar month from the date your request was received.

If for any reason we are unable to provide the requested information within this timeframe, we will inform you in advance and provide a full explanation for the delay.

If you have any queries in the meantime, please don't hesitate to contact us.

Yours sincerely,

Re: SARS Request [thread::T_W86eSqfYOqFeEKD5auFmA::]

From Soul Legion <legionkillfeed@outlook.com>

Date Mon 2026-07-20 9:29 AM

To Trust Support <trust.operations@trustpilot.com>; Adrian Blair - Trustpilot <adrian.blair@trustpilot.com>; amk@trustpilot.com <amk@trustpilot.com>; carolyn.jameson@trustpilot.com <carolyn.jameson@trustpilot.com>; frci@trustpilot.com <frci@trustpilot.com>; gime@trustpilot.com <gime@trustpilot.com>; Info - Trustpilot <info@trustpilot.com>; investor.relations@trustpilot.com <investor.relations@trustpilot.com>; Jawayne <jap@trustpilot.com> <jap@trustpilot.com>; kbea@trustpilot.com <kbea@trustpilot.com>; Partnerships - Trustpilot <partnerships@trustpilot.com>; Press - Trust Pilot <press@trustpilot.com>; Privacy - Trust Pilot <privacy@trustpilot.com>; publicaffairs@trustpilot.com <publicaffairs@trustpilot.com>; revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>; sama@trustpilot.com <sama@trustpilot.com>; socialmedia@trustpilot.com <socialmedia@trustpilot.com>; Support <support@trustpilot.com> <support@trustpilot.com>; trustpilot@headlandconsultancy.com <trustpilot@headlandconsultancy.com>

Trustpilot Privacy and Content Integrity,

I acknowledge your confirmation that Trustpilot received my subject access request on 11 July 2026 and will respond within one calendar month.

Since that request was submitted, Trustpilot has continued taking adverse action involving my personal data, my identifiable sole-trader business and killfeed.co. These actions must be included in the disclosure rather than treated as separate matters arising after the request.

Trustpilot has continued publishing Ray Smith's materially rewritten review despite being given the preserved support history and despite the reviewer failing to respond to the request concerning the correct business domain. The review falsely describes Legion Killfeed as a US-based business and now accuses me of deception, lying, review manipulation, review suppression and violations of United States federal law. Trustpilot has allowed those substituted allegations to remain while preventing me from making an effective new defamation report against the rewritten publication.

At the same time, Trustpilot has:

- removed profile wording stating that it was on formal legal notice;
- classified those edits as profile misuse;
- accused me of misusing the review-reporting system without identifying which report was supposedly improper;
- published its own adverse consumer warning against my business;
- continued monitoring content published on killfeed.co;
- accused me of "scraping" customer reviews;
- issued a cease-and-desist demand;
- threatened a minimum six-month consumer warning, concealment of the TrustScore, restrictions on my business account, withdrawal of search-engine distribution and further legal action; and
- repeatedly copied Revenue Technology into enforcement correspondence.

This conduct occurred while Trustpilot continued refusing my demand to remove the profile and public association entirely. Trustpilot is asserting control over whether reviews may remain publicly associated with my business, whether I may display customer statements on my own website, how I may challenge those statements, whether my business will carry a public warning and whether Trustpilot will distribute the profile through search engines.

The SAR response must therefore include the personal data, records and internal decision-making behind that conduct, including:

1. All internal correspondence, notes, tickets and escalations concerning me, Legion Killfeed and killfeed.co.
2. The complete history of my business profile, including every edit, reversal, warning, classification, restriction and internal marker.

3. All records relating to the decisions to classify my profile activity and reporting activity as misuse.
4. Every version of the Ray Smith review, the reports made against each version, the evidence considered, the moderation history and the basis for continuing publication after his failure to respond.
5. All data and records concerning Trustpilot's monitoring of killfeed.co, including captured pages, screenshots, extracted content, detection results and the basis for alleging scraping.
6. The complete decision record for the consumer warning and the later cease-and-desist notice, including drafts, approvals, evidence, intended duration and proposed consequences.
7. All communications involving Revenue Technology and any information showing whether my account plan, eligibility for Trustpilot products, possible subscription revenue or use of Trustpilot-controlled widgets influenced the enforcement action.
8. All automated scores, classifications, risk indicators, recommendations or decisions applied to my account, reports, profile or website, together with meaningful information about the logic and human involvement.
9. All information showing whether my legal notices, privacy objections, regulatory complaints or public criticism of Trustpilot were used as enforcement, integrity, risk or account-classification signals.
10. Every recipient to whom the profile, reviews, warning, classifications or related personal data were disclosed, including search engines, structured-data services, APIs and other distribution partners.

The disclosure must include records held across Privacy, Legal, Content Integrity, Trust and Safety, Revenue Technology, customer support, brand enforcement, fraud detection, engineering and executive escalation systems. Internal opinions, allegations and inferred classifications about me are personal data and must not be omitted merely because they were created internally.

The response must also include the data Trustpilot used to determine that it could continue publishing disputed reviews and allegations about my business while threatening me for displaying preserved customer statements on my own website.

This is a clarification of the scope of the request received on 11 July 2026. It does not restart or extend the response period. Trustpilot's acknowledged deadline remains 11 August 2026.

Please also preserve all relevant records, including review versions, report histories, website captures, automated outputs, account classifications, internal communications and Revenue Technology correspondence. None of those records should be deleted, overwritten, merged or anonymised while the subject access request, regulatory complaints and legal disputes remain active.

Please confirm that this clarification has been added to the existing request and that the disclosure will cover all relevant records created up to the date Trustpilot completes its search.

Anthony "Soul" Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia

From: Trust Support <trust.operations@trustpilot.com>
Sent: Thursday, 16 July 2026 9:39 PM
To: legionkillfeed@outlook.com <legionkillfeed@outlook.com>
Subject: SARS Request [thread::T_W86eSqfYOqFeEKD5auFmA::]

Dear Anthony,

Thank you for your recent email received on **[11 July, 2026]** requesting access to your personal data.

We will process your request as soon as possible within one calendar month from the date your request was received.

If for any reason we are unable to provide the requested information within this timeframe, we will inform you in advance and provide a full explanation for the delay.

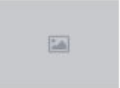
If you have any queries in the meantime, please don't hesitate to contact us.

Yours sincerely,





... > Prison > killfeed.co



Visit website 

 Warning

killfeed.co

This company's rating is unavailable due to a breach of our [guidelines](#).

Prison

Write a review 

 Breach of guidelines

This company is displaying Trustpilot content in a misleading way. 

 We use technology to protect platform integrity, but we don't fact-check reviews 

While we don't verify specific claims because reviewers' opinions are their own, we may label reviews as "Verified" when we can confirm a business interaction took place. [Read more](#)

To protect platform integrity, every review on our platform—verified or not—is screened by our 24/7 automated software. This technology is designed to identify and remove content that breaches our guidelines, including reviews that are not based on a genuine experience. We recognise we may not catch everything, and you can flag anything you think we may have missed. [Read more](#)





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Misleading content 

This company is breaching our [Terms of Use](#) by displaying Trustpilot content in a way that could be misleading.

This could look like showing an inaccurate star rating in sales materials, displaying reviews they're not permitted to use on their site, and more.

Continued Breach of Trustpilot Guidelines for Businesses

From Trust Support <trust.operations@trustpilot.com>

Date Thu 2026-07-30 9:13 PM

To legionkillfeed@outlook.com <legionkillfeed@outlook.com>

Cc revenuetechnology+ceur@trustpilot.com <revenuetechnology+ceur@trustpilot.com>

Dear killfeed.co,

We refer to our letter on ("**Cease and Desist notice**") in which you were ordered to cease and desist from misusing our platform as described in the Cease and Desist notice. You have failed to comply with the Cease and Desist notice and we will not tolerate further misuse of our platform.

Your continued misuse of the platform is a breach of our [Guidelines for Businesses](#) and therefore a breach of our [Terms of Use and Sale for Businesses](#).

We will therefore proceed with the further actions outlined in the Cease and Desist notice sent to you.

Your account with Trustpilot is restricted to replying to and flagging reviews and, with immediate effect, you are no longer entitled to use any of the Trustpilot brand marks and TrustBoxes, and no longer able to send review invitations via the Trustpilot platform.

We will also place a Consumer Warning on your business profile on Trustpilot, informing our users about the misuse. Your TrustScore will be hidden once a Consumer Warning is placed and while it is active on your business profile page.

Please note that your use of the Trustpilot services will continue to be governed by Trustpilot's Terms of Use and Sale for Businesses and the Guidelines (copies of which can be located [here](#); and [here](#)).

Yours faithfully,

Trustpilot

Thank you for contacting the OAIC

From OAIC - OAIC Intake <OAICIntake@oaic.gov.au>

Date Wed 2026-08-05 7:09 AM

To Soul Legion <legionkillfeed@outlook.com>

 1 attachment (993 bytes)

image002.jpg;

Thanks for contacting the OAIC Intake and Triage team. Your correspondence has been received and will be added to your record.

Please note that no separate acknowledgement of your email will be sent.

The Intake and Triage Team will be in contact with you as soon as possible.

Thanks

 OAIC

Intake and Triage Team
Intake and Eligibility Branch
Office of the Australian Information Commissioner
Melbourne | GPO Box 5288 Sydney NSW 2001
P 1300 363 992 **E** oaicintake@oaic.gov.au

The OAIC acknowledges Traditional Custodians of Country across Australia and their continuing connection to land, waters and communities. We pay our respect to First Nations people, cultures and Elders past and present.

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Trustpilot Adverse Action while ignoring legal requests - CP26/03054 [SEC=OFFICIAL] Fw: SARS Request

From Soul Legion <legionkillfeed@outlook.com>
Date Wed 2026-08-05 7:07 AM
To OAIC - OAIC Intake <oaicintake@oaic.gov.au>
Cc revenuetechology+ceur@trustpilot.com <revenuetechology+ceur@trustpilot.com>; Trust Support <trust.operations@trustpilot.com>

 5 attachments (886 KB)

SAR Document Summary.pdf; legionkillfeed@outlook.com F1.pdf; legionkillfeed@outlook.com A Files.zip; legionkillfeed@outlook.com C1.pdf; legionkillfeed@outlook.com F2.pdf;

Dear OAIC,

Re: CP26/03054

I am writing to provide a significant update and further evidence for my existing privacy complaint against Trustpilot.

Please add the forwarded correspondence below to complaint CP26/03054.

Since I lodged the complaint, Trustpilot has purported to respond to my subject access request. Its response of 30 July 2026 has not resolved the complaint and, in several respects, has confirmed or further demonstrated the concerns I raised.

Most significantly, Trustpilot expressly states that its search for my personal information was conducted using only:

“the email address from which you contacted us.”

That search was substantially narrower than my request. My request covered personal information associated with me, my name and aliases, my sole-trader business, Legion Killfeed, killfeed.co, my ABN, the Trustpilot business profile and account, linked accounts, verification records, business identifiers, enforcement records, internal classifications and other identifiers already known to Trustpilot.

The disclosure also appears to omit important records concerning actions Trustpilot took shortly before providing its response, including its monitoring of my website, a cease-and-desist notice, Consumer Warning, profile restrictions, alleged misuse classifications, account restrictions and its 30 July “Continued Breach” decision.

I have therefore challenged the completeness of the response and asked Trustpilot to conduct a supplementary search.

There are also unresolved issues concerning:

- my repeated requests for erasure and complete disassociation from Trustpilot;
- my request to restrict disputed processing pending resolution;
- correction of inaccurate personal information, including Trustpilot recording my country as the United States despite me being an Australian resident and operating an Australian sole-trader business;
- my objection to continued processing;
- undisclosed internal enforcement, monitoring and decision-making records;
- Google and identity-verification information;
- invitation processing involving my email address;
- automated or inferred classifications concerning me;
- recipients and distribution of my personal information;
- continued publication and processing despite my objections; and
- the absence of an individual, reasoned decision addressing my requests for rectification, erasure, restriction and objection.

Trustpilot’s response does not state whether those requests have actually been accepted or refused, nor does it identify the specific basis relied upon for continuing each disputed processing activity.

I have now made thirty clear demands for deletion of the killfeed.co Trustpilot profile and disassociation of Trustpilot from me and Legion Killfeed.

For clarity, I am not asking Trustpilot to destroy evidence relevant to these proceedings. I have expressly requested preservation of records required for regulatory or legal purposes while objecting to their continued public use, publication and distribution.

The forwarded email also explains deficiencies I identified in Trustpilot’s disclosure in considerably greater detail, including the apparent date gaps and categories of missing information.

I appreciate that the OAIC has advised that complaints cannot always be allocated immediately. However, I ask that this correspondence and the forwarded evidence be retained as part of CP26/03054 and considered when the matter is assessed or allocated.

The matter remains unresolved. I continue to pursue it directly with Trustpilot as recommended in the OAIC’s acknowledgement, but those attempts have not produced resolution.

Please also note that Trustpilot’s conduct and processing have continued to evolve since my original complaint, so the forwarded correspondence should be treated as an update to the existing complaint rather than a separate complaint.

Please confirm that this material has been added to CP26/03054.

Kind regards,

Anthony “Soul” Brodie
Trading as Legion Killfeed
ABN 28 387 377 607
New South Wales, Australia